Human Services

Mission Statement

HSD provides comprehensive social services to improve the quality of life for Phoenix residents.

Key Services

Head Start, Family Service Centers, Homeless services, Senior programs and Family Advocacy Center.

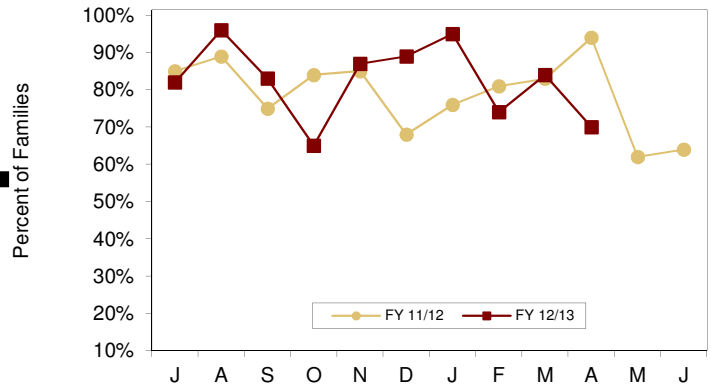
Housing Stabilization for Homeless Families

Target: 70% | **YTD Percent: 83%**

Goal:
Move families at the Watkins Overflow Shelter into permanent housing

Target:
70% of families into permanent housing

Significance:
The primary goal for families staying at the Watkins Overflow Shelter is to find permanent housing options. These options can be conventional housing or permanent supportive housing programs.



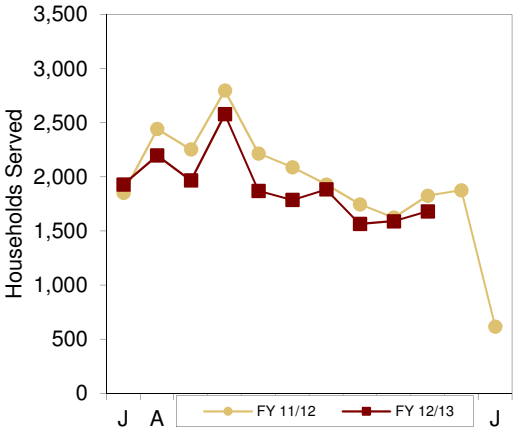
Number of Services Provided

Target: 16,000 services | **YTD Served: 19,058**

Goal:
Provide emergency assistance to families in need at family service centers

Target:
16,000 services

Significance:
Providing financial assistance to those in need helps them maintain self-sufficiency by preventing utility shut-offs and evictions. Mid year contract amendment caused a temporary scale back until FY 2010 appropriations were received.



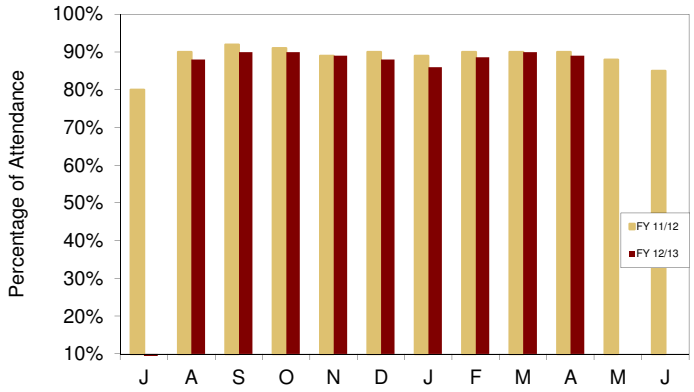
Percentage of School Attendance

Target: 85% | **YTD Percent: 89%**

Goal:
Increase attendance of Head Start kids

Target:
85% of school days attended

Significance:
Attendance is a key factor in being able to get kids ready to attend kindergarten.



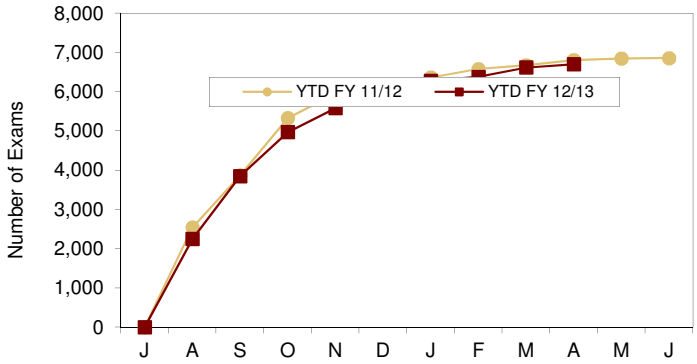
Medical and Dental Exams Completed

Target: 6,800 exams | **YTD Exams: 6,699**

Goal:
Ensure Head Start kids receive necessary medical and dental exams

Target:
6,800 exams

Significance:
Head Start kids are required to have medical and dental exams as part of Head Start regulations.



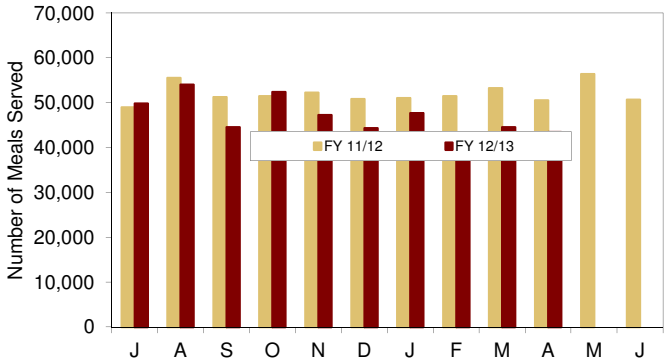
Number of Meals Served to Seniors

Target: 615,000 | **YTD Served: 471,103**

Goal:
Provide nutrition services to seniors

Target:
615,000 meals served

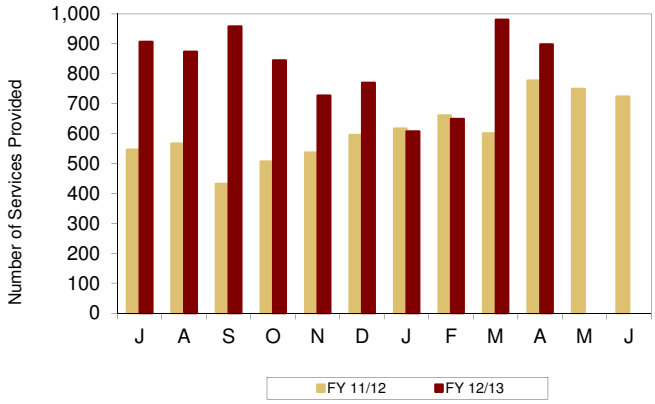
Significance:
Many seniors lack the financial resources or knowledge to prepare and eat a healthy meal on a daily basis.



Number of Victim Services Provided

Target: 6,300 | **YTD Actual: 8,222**

Goal:
Provide comprehensive services to victims of violent crime

Target:
6,300 services

Significance:
Through a collaborative effort with other city and community partners, the Family Advocacy Center provides comprehensive services such as Orders of Protection, forensic exams, safety planning, crisis intervention, counseling and financial assistance in one central location.